

The Federal Trade Commission (FTC)

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580

Telephone: **1-202-326-2222**

Internet: **www.consumer.ftc.gov/**

The following consumer privacy information can be found on the FTC's website:

- The Telemarketing Sales Rule
- Robocalls
- What To Do If You Get a Robocall
- Phone Scams
- Do Not Call Registry

National Consumers League (NCL):

Fraud.org is a NCL project that collects consumer complaints via a secure online form to transmit to the Federal Trade Commission and also share with law enforcement partners across the U.S. and Canada. Fraud.org does not take complaints by phone.
Internet: **www.fraud.org/**

California Public Utilities Commission (CPUC)

The (CPUC) regulates California investor-owned utilities that provide telecommunications services. If you have a question or complaint concerning billing and service matters, help is available through the Consumer Affairs Branch (CAB).

Telephone: **1-800-649-7570**

Internet: **www.consumers.cpuc.ca.gov/**

The following Consumer Advisory is available on the CPUC's Consumer Information website:

- How to Avoid Unwanted Telemarketing Calls
- National Do Not Call/Registry List
- Robocalls

WHAT YOU NEED TO KNOW ABOUT 9-1-1

When a situation that threatens human life or property arises and demands immediate attention, call 9-1-1. Through 9-1-1 you can reach emergency services, including Fire and Rescue, Police, Sheriff, Highway Patrol, ambulance, paramedics and others. Do not call 9-1-1 for non-emergencies. This causes delays in the handling of real emergencies. For non-emergencies, call the non-emergency telephone numbers listed in the telephone directory. If you or someone in your home uses Telecommunications Devices for the Deaf (TDD/TTY) equipment, use the Baudot mode only for emergency calls. Dial 9-1-1 then tap the space bar until someone answers.

When calling 9-1-1, your telephone number and address may be displayed even if you have Caller ID Blocking, to enable emergency personnel to locate you if the call is interrupted. If you do not wish to have your telephone number and address displayed, call the non-emergency number.

Depending on your service, you may be able to call 9-1-1 during a power outage. Fiber optic service uses a power supply and requires a battery backup unit near the power supply in order to maintain essential service. The ability to call emergency services, including 9-1-1, is dependent upon that service having sufficient power from the battery backup unit. To call during a power outage make sure that no extension phones are off the hook. It may take a minute or more for you to hear a dial tone, after which you can dial 9-1-1. If you receive a

"fast busy" or "all circuits are busy" recording, hang up and try again later. Physical damage to Frontier's equipment or facilities or to your wiring or equipment, may make it impossible to complete your call. Emergency 9-1-1 access also may not be available if phone numbers have been reassigned.

Frontier's top priority is always caring for our customers, and we are committed to providing availability of safe, reliable communications service to those impacted by natural disasters and state declared emergencies. When we begin repairs, Frontier will follow our standard protocol for prioritizing the restoration of service to our customers: first public safety and health facilities or other critical facilities, followed by businesses, then residential customers.

After disasters, especially earthquakes and wildfires, there is usually very high call volume. At these times, limit your calls to emergencies only. Do not call 9-1-1 or the police to confirm events. Instead, listen to a local radio or television station for information.

It's a good idea to select a relative or friend out of the immediate area to act as a point of contact with your family. Call this person and have them relay messages about you to your friends and relatives outside the disaster area.

Additional information about 9-1-1, including other emergency numbers, is available in your local telephone directory.

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IMPORTANT INFORMATION FROM FRONTIER COMMUNICATIONS®

Frontier Communications is pleased to provide you with important, valuable information regarding your telecommunications services. Please read the enclosed information carefully.

800 AND 900 NUMBER CALLING: YOUR NUMBER MAY BE DISCLOSED

When you call an 800 (855, 866, 877, 888) or 900 telephone number, your number could be disclosed to the party you are calling and could be recorded in a database sold to telemarketers. Some companies listing 800 or 900 numbers use Automatic Number Identification (ANI), which is approved by the Federal Communications Commission. Companies are not required to tell you if they have ANI. ANI equipment can automatically add your phone number to a company's customer database. That company can then use your phone number to get your address, income level, items purchased and similar information from other marketing databases, and also can sell your number to other telemarketers, who can then pitch their products and services to you.

Never assume that an 800 or 900 number is a toll free call. If the number uses ANI, you

may reach a recording advising you that you will be called back collect, or you may dial an 800 number and be redirected to call a 900 number. In either case, the call would be billed to you. If you connect to a live answer when calling an 800 or a 900 number, you can advise them that you do not want your number, name or address kept on record, nor do you want your information rented or sold to other companies. You may also advise them that you do not want the company to solicit future business from you.

**CALLER ID BLOCKING:
IMPORTANT PRIVACY
INFORMATION**

Your telephone number can be seen by everyone you call, unless you block it. Any telephone from which you place a call will automatically transmit its number to the person you are calling. Those subscribing to Caller ID service will be able to see your telephone number. You can decide who receives your telephone number and you can block your phone number from others: **the law guarantees you that right.** Frontier offers free blocking services.

Complete Blocking- Complete Blocking is a FREE service that gives you permanent control over the transmission of your telephone number. Complete Blocking blocks the transmission of your telephone number on the calls you place, unless you specify otherwise. There is no need to enter a code before making each call. Those with Caller ID units who receive your calls will see

the word PRIVATE displayed. Calls to those with Anonymous Call Rejection will receive an announcement informing the caller that the called party will not accept calls from callers who have chosen to block the display of their telephone number. You may deactivate Complete Blocking on specific calls by pressing *82 on your touch calling telephone before you dial (or by dialing 1182 on a rotary telephone).

Selective Blocking- Selective Blocking is a FREE service that blocks your telephone number from being transmitted and/or seen on Caller ID units on a per call basis. By simply pressing *67 on your touch calling telephone (or by dialing 1167 on a rotary telephone) before placing a call, your telephone number will not be transmitted. Those with Caller ID units who receive your call will see the word PRIVATE displayed. Calls to those with Anonymous Call Rejection will receive an announcement informing the caller that the called party will not accept calls from callers who have chosen to block the display of their telephone number. If you do not select a blocking option, you will be assigned Selective Blocking. If you wish to change your initial blocking option or the blocking option assigned to your telephone number, you may do so one time free of charge. After that, you will be charged to change your blocking option.

Important Note: Caller ID blocking may not work on calls outside your service area. Also, you cannot block transmission of your telephone number for calls to 0, 9-1-1, or to 700, 800, 877, 888, 900 numbers, regardless of the blocking option you choose. If, for some

reason, you want to report an emergency without having your number displayed, you should call the agency’s seven-digit number instead of 9-1-1. If the number you are calling from is not equipped with Complete Blocking, you will need to press *67 before you dial the agency’s number in order to block your number from being shown (or by dialing 1167 on a rotary telephone).

YOUR CONSUMER RIGHTS
Help protect against unsolicited telephone marketing, calls and faxes. There are various governmental agencies that publish information, which generally describes telephone subscribers’ rights under these state and federal laws. As a consumer, you have rights to privacy and to protect yourself from potential telemarketing fraud, unsolicited sales calls and faxes. The laws apply to live calls, prerecorded voice calls and artificial (computerized) voice calls.

The Federal Communications Commission (FCC) has adopted rules and regulations implementing The Telephone Consumer Protection Act (TCPA). Different rules and regulations apply to calls placed to homes and businesses. The Federal Trade Commission (FTC) also has enacted telemarketing sales rules to help protect you as a consumer. State laws are in place to protect citizens who have had their privacy violated or have been victims of fraudulent telemarketers. Your state Attorney General has the power to investigate and prosecute fraudulent telemarketers who operate across state lines.

Federal Communications Commission (FCC)
Federal Communications Commission
Wireline Competition Bureau/
Consumer Complaints
445 12th St SW
Washington, D.C. 20554
Telephone: **1-888-225-5322**
Internet address: **www.fcc.gov/**

The following Consumer Guide is available on the FCC’s website:
• Unwanted Telephone Marketing Calls and the National Do-Not-Call List

California State Attorney General’s Office – Public Inquiry Unit
P O Box 944255, Sacramento, CA
94244-2550
Telephone: **1-800-952-5225**
Internet: **www.oag.ca.gov/**

The following Consumer Tips are available on the Attorney General’s website:
• Unsolicited Calls
• Unsolicited Calls Common Scams

The National Do-Not-Call Registry
The National Do-Not-Call Registry is affiliated with the Federal Trade Commission and provides you with the opportunity to register your home phone, mobile phone or both, for your own protection and to reduce unsolicited calls. Register by phone at **1-888-382-1222** or on-line at **www.donotcall.gov/**